



Delta Police Department

## Public Information Representative Supervisor

<b>Posting #:</b> C119-14	<b>Posting Date:</b> June 26, 2019	<b>Closing Date:</b> July 4, 2019	
<b>Affiliation:</b> CUPE	<b>Status:</b> Regular Full Time (RFT)	<b>Salary:</b> Pay Grade 17 \$27.45 - \$32.25 per hour	<b>Hours:</b> 35 <b>Shift:</b> M-F 0800 – 1600 *

### **Nature and Scope of Work:**

This is a supervisory and clerical position specific to the Department's staff who hold the position of Public Information Representative. This position supervises, trains, schedules and reviews the performance of the Public Information Representative staff who perform clerical front counter and switchboard duties, Police Information Checks, and various other assigned duties. Staff are located at Headquarters and the Public Safety Building. The incumbent schedules staff, develops and delivers training in work methods and procedures, and assess the performance of staff in the same. The incumbent addresses operational problems and concerns, represents the Department in regional working groups and attends departmental meetings as required. This position reports to the Manager of the Information and Security Section, and discusses more complex or out of the ordinary problems or policy issues with the Manager. This position also includes some operational work, if no auxiliary staff and no staff on overtime are available for coverage at HQ and PSB.

### **Required Knowledge, Abilities and Skills:**

- Thorough knowledge of services provided by Public Information Representatives to the public, as well as services provided within the Department.
- Thorough knowledge of Police Information Check Processes, and the ability to be a resource to staff in resolving issues requiring supervisory discretion.
- Considerable knowledge of the federal, provincial regulations and related by-laws and other regulations.
- Sound knowledge of other agencies or services available in the municipality.
- Ability to supervise and review work completed by a group of subordinates.
- Ability to develop or interpret, and explain, rules and regulations in the supervisory capacity.
- Ability to work cooperatively with other Departmental Units comprised of either police officers or police staff.
- Ability to deal tactfully and effectively with others and to communicate effectively both orally and in writing.
- Ability to design, conduct and supervise effective individual and class training sessions.
- Ability to assign, supervise, evaluate and document the performance and training of a group of staff.
- Ability to prepare month-end reconciliation of all monies and receipts, specific to service-cost payments received from the public by credit/debit payment and cash.
- Ability to be a resource to staff in the operation of the equipment used in the work, at a higher level than the regular day-to-day usage skills of staff.

### **Desirable Training and Experience:**

Completion of Grade 12 including or supplemented by supervisory training and considerable related experience in a supervisory role, or an equivalent combination of training and experience.

### **Required Licenses, Certificates and Registrations:**

Driver's License for the Province of British Columbia.

### **Hours of Work:**

Monday – Friday, 0800 – 1600 \* **Please note that the hours and days of work may change due to operational needs.**

*Security clearance is required and will be maintained throughout employment.*

**Recruiting Process:** Applicants will be required to submit a cover letter & resume (demonstrating skill set and experience), prepare answers to questions and participate in a panel interview, and complete a presentation exercise. Details to follow.

**How to Apply:** Resume and cover letter for this position must be submitted to **Katie Pokorna, Human Resources Assistant, by 1630 via E-Mail: [kpokorna@deltapolice.ca](mailto:kpokorna@deltapolice.ca)** on the **closing date indicated above**. When applying for this position, please quote the posting number.